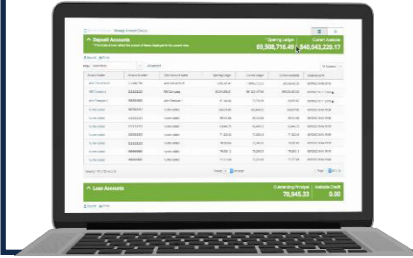


# Help Card: How to Log in to a BillerXchange Biller Site using Multi-Factor Authentication



## Introduction

The following information outlines the necessary steps for a Biller Operator to log in to a BillerXchange® Biller Portal using Multi-Factor Authentication (MFA).

BillerXchange uses Multi-Factor Authentication (MFA) for identity verification at the point of logging into the Biller Portal for the following Biller Operator roles:

- Biller Main User
- Biller CSR Manager
- Biller CSR
- Biller SHO CSR
- Biller Operator Admin

## How to Log in to a BillerXchange Biller Portal using Multi-Factor Authentication

1. To get started, make sure your mobile number and email address are included in your profile on the Biller Portal. If they are not, your Biller Operator Administrator can make that adjustment on your behalf by following these instructions:

- Go to Maintain Operators from the Biller Portal Main Menu
- Go to Active Operators list and find the Operator's profile for which you would like to edit
- Click on Edit at the far right of the Operator's name
- Enter the Operator's email address in the "MFA Email" field
- Enter the Operator's mobile number in the "MFA Phone" field
- Click Save in the lower right corner

**Edit Operator**

Role: EBPP/BillerCSR | First Name: Julie | Last Name: Bates | Email: julie.bates@regions.com

**Multi-Factor Authentication**

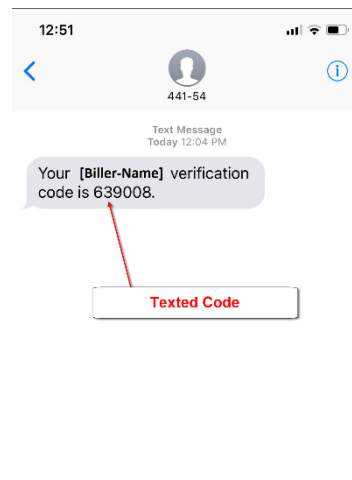
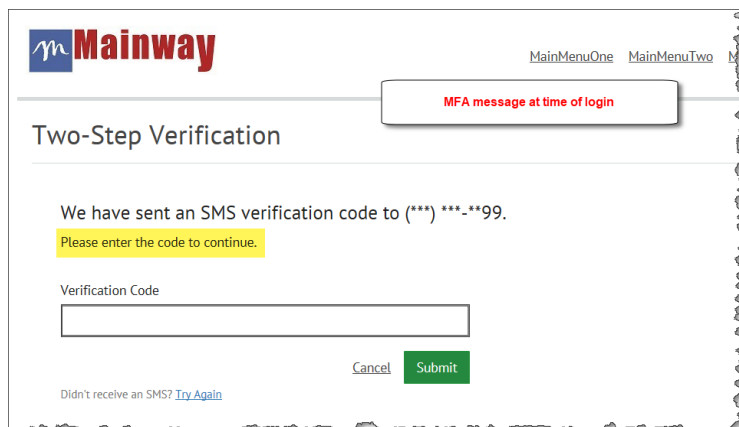
MFA Email: (optional) | MFA Phone: (optional)

**Detail**

Login ID	Biller	Date Created	Last Update
JBMain		3/7/2023	3/14/2023

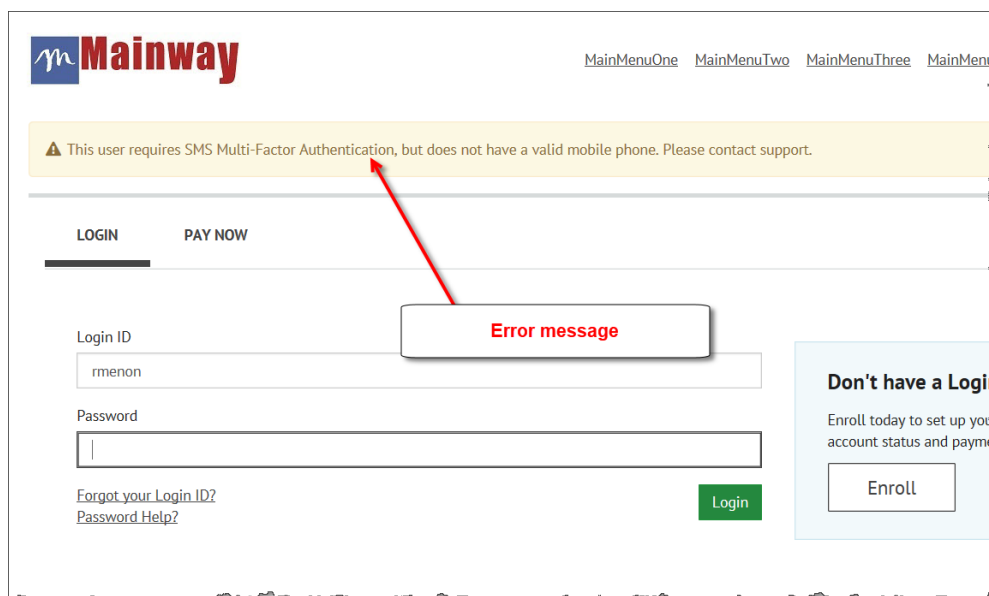
MFA is implemented as a two-step process, with the second authentication method being a code sent by Text (SMS).

2. When an Operator enters their Login and Password into the Biller Portal, they receive a verification code on their mobile phone and see a message like the one below on the portal:



3. Once they enter the code and click Submit, they are logged in.
4. If they receive no code, they can click Try Again at the bottom of the message to have the code resent.
5. When an Operator logs in with MFA, the authentication is valid only for that particular session. The next time they log in, they must repeat the MFA process.

When a Biller is setup for MFA, but the Operator does not have a mobile phone number associated with the profile, an error message is displayed. If this happens, the Operator should contact their BillerXchange Administrator to add their mobile phone number to their operator profile.



If you do not currently have a Biller Operator Administrator set up, or if you need further assistance, please contact Regions Client Services at 1-800-787-3905 or [clientservicesgroup@regions.com](mailto:clientservicesgroup@regions.com).